



Working In Washington

2007
Annual Report
Division of Vocational Rehabilitation

Director's Message

Director's Message

By Lynnae Rutledge

Welcome to this year's Annual Report. Called "Working in Washington," this calendar demonstrates our commitment to DVR's mission – to empower individuals with disabilities to achieve a greater quality of life by obtaining and maintaining employment. To illustrate the transformational role DVR and our partners can play in an individual's life, we are shining the spotlight on several DVR customers and employers who achieved successful employment this year.

This has been an extraordinary year for DVR. We set and achieved important goals – in steadily reducing the waiting list and improving our rehabilitation rate. As a result, more customers have been able to access our services. We successfully passed the federal evaluation standards and indicators that measure the performance of our program. We continue to focus on enhancing our partnerships with employers, schools, community rehabilitation programs, tribal organizations and human services and programs. Our progress is measurable and will be sustainable.

I'd like to take this opportunity to share a few highlights of the year:

- *Louise Goodman was recognized nationally as Counselor of the Year by the American Rehabilitation Counseling Association.*
- *The Vancouver Workforce Partnership was recognized with one of six Governor's Awards for Best Practices at the Workforce and Economic Development Leadership Conference.*
- *The Washington State Rehabilitation Council was recognized by the U.S. Department of Education, Rehabilitation Services Administration for their outstanding work and true partnership with DVR.*

In closing, it seems appropriate to also share a personal highlight from this year. In June, I was presented with a prestigious 2007 Governor's Award for Leadership in Management. I continue to be deeply proud to serve as the Director of Washington DVR and appreciate the contributions and hard work of everyone who makes our customers' success possible.



The DVR Mission:

To empower individuals
with disabilities to
achieve a greater quality
of life by obtaining
and maintaining
employment.

Margaret Kanazawa

By Laurel Walden

Margaret Kanazawa was a graphic designer and also worked at Barnes & Noble as a book seller. In her free time, she played the piano and the violin. Margaret's life changed dramatically in March 2005 after being admitted to UW Medical Center with a stroke.

At the time she left the hospital, Margaret was just starting to use a walker with assistance. She had difficulty expressing herself with words and comprehending others. Doctors didn't think Margaret would return to work.

While waiting for DVR services, Margaret went through occupational, cognitive, physical and speech therapies along with counseling to help her adjust to her disability. Once DVR services began, her VR Counselor Laurel Walden arranged independent living services to help reorganize Margaret's house to accommodate her disability. She also arranged a benefits analysis so

she would understand how earning wages would affect her financial situation.

DVR staff met with the rehabilitation team from UWMC to ensure services were coordinated. The Employment Training Program facilitated a Trial Work Experience at Barnes & Noble, Margaret's former employer, and she was offered a job in the children's department. Margaret works 16 hours a week and conducts 'storytime' on Fridays.

Margaret is able to walk on her own with a brace on one leg. She recently completed a driver's evaluation and obtained her license. With the help and collaborative efforts of UWMC's rehab team and DVR counselors, Margaret Kanazawa has achieved the impossible.

Margaret's story was also featured in the UWMC Newsletter "Spotlight." Photos are courtesy of UWMC "Spotlight."



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Ford of Walla Walla

By Andres Aguirre

Fresh out of college with an AAS Degree in Automotive Technology, Paul Perez was having trouble finding a job. After seeking DVR services, a perfect match was found at Ford of Walla Walla.

Mr. Ocampo, Service Supervisor at Ford of Walla Walla explains they were “quite receptive to the idea of utilizing the individual’s knowledge, skills, and impressive work ethic in conjunction with a new technology that had recently been employed by the dealership.” The technology allows for instant communication and technical information through a written on-screen format. The system even allows for in-service training via the internet, a perfect solution for Perez, who has been deaf since birth.

From the beginning, Ford of Walla Walla welcomed a sign language interpreter and a job developer to be on-site for job interviews and to help Paul become oriented to his job. Ford provided Perez with an instant message system and an erasable board as added methods of communication—and their efforts didn’t stop there. Several months ago, Paul Perez’s youngest daughter was hospitalized in Spokane. His wife had taken their only vehicle, leaving him without dependable transportation. When Ford learned about the situation, they arranged for Perez to deliver a Ford vehicle to a Spokane dealership. He was able to visit his daughter in the hospital and return home with his family. This kind of treatment speaks highly of the dealership’s commitment to their employees—with or without disabilities.



DVR customer Paul Perez with his supervisor, David.

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March 2008

March is National Traumatic Brain Injury Awareness Month.

“Traumatic Brain Injury” Documentary

By Lynnae Ruttledge

Telling the story of disability and its impact takes heart. Sue McDonough and Janet Powell recently co-produced a highly acclaimed documentary video that did just that. “Living with a Traumatic Brain Injury” weaves the compelling story of four people living with traumatic brain injury—told from their perspective with commentary and insight from experts in the field of traumatic brain injury.

Partners from the University of Washington NIDRR funded TBI Model System, the Harborview Funding Allocations Committee and the Department of Social and Health Services provided resources for the production of a thirty minute documentary that is designed to educate the general public and the field of rehabilitation on the issue of traumatic brain injury. People with traumatic brain injuries may experience physical, cognitive or personality changes that affect their work and relationships. The documentary offers an opportunity to hear the stories of people who are rebuilding their lives and readjusting to family, careers and everyday life.

The video is available to view or download for free. Please visit the website at: www.tbi.washington.edu

DVR applauds this collaborative dissemination effort that includes multiple stake holders, service providers and advocacy groups in the planning and dissemination of TBI education materials to a large and diverse audience. This project is a continuation of a long standing collaboration between the Department of Social Health Services, Aging & Disabilities Service Administration and the UW TBI Model System.

**Executive
Producer,
Sue McDonough,
and her service
dog, Doc.**



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Josh Garcia

By Kathie Grignon

Meet Josh Garcia. Josh is an employee of Moses Lake Food Pavilion who has been working successfully since September 2006. Josh's success is the result of collaborative partnerships that began while he was in high school and continued throughout his DVR plan.

Josh was born with Fragile X Syndrome with Autistic characteristics and experiences delays in communication and impaired motor skills. He has difficulty with social interactions, transitioning to new activities and accepting direction from anyone he does not know well, including supervisors.

In high school, Josh started participating in work experiences by working 60 minutes per day. During Josh's senior year, Goodwill Industries facilitated a volunteer work experience at Moses Lake Food Pavilion as a produce clerk. Collaborative efforts involving Josh, his VRC Kathie Grignon, his mother, his DDD case manager, Food Pavilion store manager and Goodwill staff produced a set of services and supports to ensure Josh's success in the job. Josh began employment at 10 hours per week. He learned to handle produce carefully, clock in and out, accept instruction from his supervisor and learn new job tasks.

DVR and DDD shared funding for on-the-job-training and job coaching services. Food Pavilion employees were trained on how to work effectively with Josh.

Once DVR services were complete, DDD stepped in to provide the ongoing supports and Josh's family and People for People assist with transportation. Now, Josh has increased his work hours to 15 hours per week. In addition, Josh and his mother have presented at local events, sharing the success they experienced through hard work and community collaboration.



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Cinetopia, Vancouver, WA

By Meredith Hardin

Cinetopia is a privately-owned, luxury eight-screen movie theatre and entertainment complex in Vancouver, Washington. It houses a restaurant, wine bar and living room theatres. An art gallery spans the entire complex and it also offers state-of-the-art business conferencing and meeting facilities. During the past year, Cinetopia hired three individuals with disabilities. Two of these individuals, Terence and Isabel, remain employed.

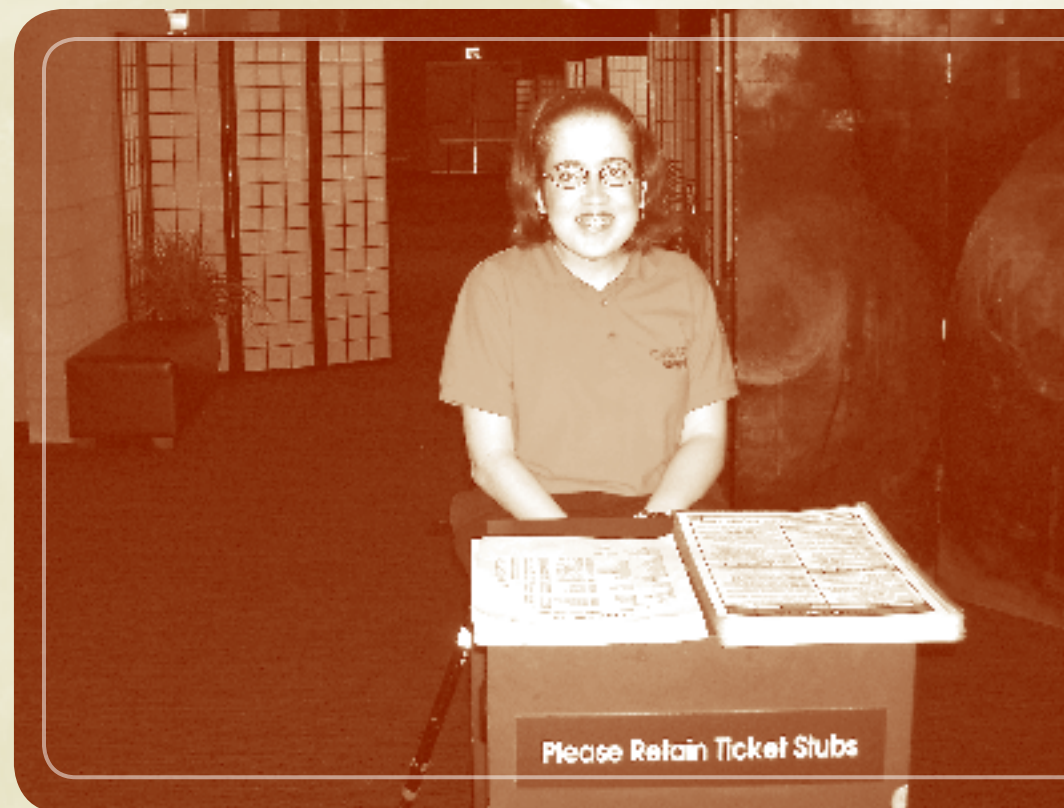
DVR contracted with Innovative Services (a CRP) to help these DVR customers find work. Terence was hired as a Baker's Assistant in the kitchen, and Alex and Isabel as Ticket-Takers. All three individuals needed job coaches to learn their jobs. Cinetopia welcomed the initial support and then trained their own staff to provide natural supports.



Terence was accommodated with additional time to learn his job and extra support to make him feel welcome and understood. Terence is now encouraged to incorporate his own dessert recipes into the menu, and even has his own assistant.

Isabel is accommodated with a stool to use while taking tickets. Since starting her job, Isabel has increased her hours per week and added new tasks to her job duties. Terence and Isabel are both expanding their job skills, are dependable, and are excited to go to work each day.

Cinetopia contributes to the local disability community by donating free movie tickets and dinner passes to Innovative Services Community Fundraising Auctions. This creative and elegant theatre serves as a model employer, showing that when businesses make jobs available to individuals with disabilities, everybody wins.



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Quoi Lu

By Gail Besel and Quoi Lu

Quoi is a 44 year old man who came to America after his escape from communist Saigon. He is of Vietnamese and Chinese descent and speaks both languages. Quoi became a naturalized citizen in 1988.

After attending North Seattle Community College, Quoi began working as an intern at Irwin Research and Development. Before long he was promoted to a full-time customer service technician because of his troubleshooting abilities. Quoi stayed in that position for many years, traveling to Brazil, Philippines, France, Japan and Australia. Outside work Quoi ran half marathons, skied, played volleyball, played soccer and enjoyed hiking and camping.

All of this came to a sudden halt on November 29, 2003 when Quoi's car rolled over on I-82. Quoi suffered a fractured neck vertebra. Life as he knew it was over. What he did not anticipate was the caring and dedication of his co-workers. Money was raised for a medical procedure in Europe that would increase mobility and coworkers tore out the carpet in his home and laid a smooth floor so Quoi could maneuver his wheelchair. His bathroom was remodeled and a wheelchair ramp installed.

On September 10, 2007, Quoi was rehired by Irwin Research and Development. DVR provided an evaluation and Irwin Research and DVR shared the cost to provide Quoi with assistive technology equipment that was needed. Jere Irwin, Owner, Rafael Fernandez, Customer Service Supervisor and Craig Rider, Customer Service Rep have encouraged Quoi throughout this process to return to work. Quoi and DVR have the utmost appreciation for Irwin Research and Development's dedication to their co-worker and friend.



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Project Marriott

By Adriana Tossini

Over the past year, DVR has worked together with three King County Marriott Hotels and Mainstay (a CRP) to develop the Marriott Stepping Stones Project. The program is designed for DVR customers who are either pre-vocational or who have a positive work history but need additional support and training to work successfully.

The project includes a training program for individuals who are not quite ready for work that addresses employment barriers and independent living needs. Participants get job training and may complete a paid internship if they are interested in working in the hospitality field. The program can also offer supported employment, if needed, or on-the-job training for individuals with a positive work history.

Dare to Dream Day is a hospitality career exploration event for youth in 6 King County schools. The event provides one-on-one mentoring, opportunities for internships and job training. In 2007, Dare to Dream Day expanded to 17 Marriott Hotels and in 2008 the goal is a statewide Marriott Career Day. The Marriott Hotels recently received a Governor's Award for 'Youth Employer of the Year' for their dedication to youth with disabilities.

In addition to Dare to Dream Day, students across Washington can do a job shadow or informational interview at specific Marriott Hotels that could lead to a job. These opportunities would not be possible without the dedication and tireless support of Diane King, Employee Rehabilitation Specialist at Mainstay, Daniel Angellar, General Manager of the Redmond Marriott and Peter Bissell, HR Director of King County Marriott Hotels.

Through this partnership, the Redmond and Waterfront Marriott Hotels have employed more than 15 DVR customers.



DVR customer Sean Maguire and General Manager, Dan Angellar with Diane King from Mainstay.

**DVR customers
Terry Hoenhaus
and Sarah
Meardon at the
Waterfront
Marriott.**



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USDA Forest Service, Okanogan-Wenatchee

By Cathy Kunzmann

The USDA Forest Service is a great employer who opens its doors to people with disabilities. For years the Wenatchee Forest Service and DVR have partnered to help the Forest Service recruit and hire qualified employees. This past year, Forest Service Supervisor, Jim Trowbridge, contacted DVR about two open positions and DVR set up interviews for several qualified clients.

As a result, two DVR clients were hired—one as a supply technician and one as a custodial engineer. The Forest Service made accommodations for their Supply Technician who uses a wheelchair, to get around the worksite. In addition, Trowbridge has made efforts to learn some basic sign language to communicate with their other employee, who is deaf. Both employees have shown great work skills, and

Trowbridge adds, “I have never seen our supply inventory so organized.”

The local DVR office makes maintaining the partnership with the Forest Service a priority because they offer great jobs with great pay and benefits. The DVR lead counselor Cathy Kunzmann in Wenatchee states, “It is very easy to find qualified employees who want to work for the Forest Service.

And even if it is a temporary term, our clients can put solid work experiences on their resumes and acquire good job references.”

USDA Forest Service is a great example of an employer who sees hiring people with disabilities as a benefit to everyone.



Supervisor Jim Trowbridge, with DVR customers Jim and Steve.

These photos were taken by Stormy Mountain Photography, a business that was recently started by DVR customer, Randy Dietrich. Check out his photography at www.stormymountainphotography.com.

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Ride West BMW, Seattle

By Marlene Swarts & Grace Webb

During the week of Christmas 2006, Ride West BMW contacted DVR. They had a full-time position available that involved greeting customers as they came into the dealership, answering phones and transferring callers to the correct department, setting up refreshments, filing paperwork and updating customer information in a computer system. Their main priority was to have someone who treated their customers in a friendly, helpful manner and they wanted to make the process open to people with disabilities.

The North Seattle DVR office acted quickly to schedule six people for interviews; however, there was a slight problem...most of the DVR customers were only able to work part-time due to disability limitations. At first, Ride West BMW considered hiring two people who could each work part-time to fill the position. After interviewing all six individuals, they decided to hire three! They were so impressed with one individual who could only work 10 hours a week that they hired her too.

The three individuals needed accommodations to be able to do their jobs. Ride West had no problem providing the accommodations for their new employees and they continue to be very supportive. After the three had been on the job awhile, one expressed interest in doing computer and media work. Ride West BMW adjusted the individual's work schedule and provided additional training to create the opportunity.

Ride West BMW has set an example in its community by making people with disabilities welcome and visible. All three of these employees are the first point of contact when customers walk through the doors.



**DVR customer
Ed Waage at
work at Ride
West BMW.**

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October 2008

October is National Disability Employment Awareness Month.

John Nyiri

By Cathy Monroe

During a visit to Thurston WorkSource, John met Jeannie House, Job Service Specialist. Jeannie was impressed with John and collaborated with DVR to create an opportunity for John to complete a paid work experience at the WorkSource Center. The team brought Joan Fredrickson of the Adult WIA program on board to assist in John's placement in the Business Services unit.

John excelled at work and became an example for employers, job seekers and WorkSource employees. He is reliable, friendly, courteous, hard working and has a great sense of humor. DVR, ESD and PacMtn took the steps necessary to hire John permanently as an Office Assistant in a supported employment position.

While working with DVR Counselor Cathy Monroe, John received counseling and guidance, family support, office skills training, transportation support, on the job training, independent living evaluation and placement services. John received work clothing and long term support from other agencies.

John's employment is a result of his own hard work and strong collaboration among many agencies, including Employment Security, Pacific Mountain Consortium, DVR, Morningside, Payne & Associates, the Division of Developmental Disabilities, County DD, high school transition, Intercity Transit including Village Vans and the on-going support of his mother, Ellen Miffit. Ellen says "even though John may be fatigued from a hard day at work, he is happier than he has been in a long time." John adds "this is the best thing that has happened to me since we moved out here."



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Old Town Garage, Union Gap, WA

By Kathy Neely

Old Town Garage is a small automotive shop located in Union Gap, WA. Allan Thomlinson, owner, has a long history with DVR providing car repair for our customers. Allan always treats his customers with respect and courtesy, providing them with timely and cost effective estimates. In addition to serving people with disabilities, Allan has also employed several people with disabilities at the Garage over the past several years. What matters most when he hires a new employee is the individual's ability to show up on time and do their job.

Recently, DVR approached Old Town Garage for assistance in sponsoring a Trial Work Experience with a DVR customer so DVR could assess the individual's skills as an automotive technician. Allan agreed to assess the individual for one week and then the customer would move to another assessment site. At the end of the week, Allan contacted DVR and the job coach with an offer of employment. DVR arranged an on-the-job training to help the new employee master the job and today the individual is employed full time.

Old Town Garage is a great employer with an owner who willingly provides accommodations, works one-on-one with employees and provides additional training opportunities so employees can continue to learn new skills. Allan runs a successful business by supporting the community and the success of every employee.



Owner Allan Thomlinson with Scott, DVR customer Dallas Hoxie, and Joe

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John Lemus

By John Lemus and Kelly Boston

John Lemus is a person with a developmental disability who is going after his dreams in a big way. John, 22, has been passionate about educating and empowering people with disabilities to achieve their potential since he was a high school transition student. He has moved steadily toward his goals ever since.

First, John pursued various options to gain employment with The Arc of Spokane. The Arc was interested in helping John succeed, and applied for an AmeriCorps grant to fund John's first year of work. He gained valuable experience as The Arc's self-advocacy coordinator, making presentations and providing training to people with disabilities and educating the community about inclusion and acceptance. John has already completed a number of speaking engagements, including presentations at Eastern Washington University, Spokane Falls Community College, a People First conference, and more. John is also a Governor-appointed member of the Washington State Developmental Disabilities Council. In that role, he advocates for the rights of people with disabilities with state and local officials and works for systems change.

John's AmeriCorps position has been extended for an additional year. He also has a web site under construction where he provides professional development consulting (check it out): www.abilitiesconsulting.org.

John credits his VRC, Jody Swearingen, for helping him achieve his goals. He says, "I'm so thankful for all the help I have received from DVR. Without it I wouldn't have been able to keep doing my work!"

John attending Advocacy Day at the legislature.



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Acknowledgements

Special thanks to all the DVR staff for the contributions of stories and ideas, and for the work they do every day to make a difference in the lives of people with disabilities.

No person, because of race, color, national origin, sex, sexual orientation, age, religion, creed, or disability shall be discriminated against in employment, services, or any aspect of the program's activities.

This policy is consistent with Titles VI and VII of the Civil Rights Act of 1964, as amended in 1972, Title IX of the Educational Amendments of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973 as amended, the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1967, Executive Order 11246 as amended by Executive Order 11375, the Civil Rights Act of 1992, Governor's Executive Order 93-07, and the Washington State Law Against Discrimination, Chapter 49.60 RCW.

Sources of Revenue

Federal Fiscal Year 2007

Total: \$55,551,596



Expenditures

Federal Fiscal Year 2007

Total: \$55,547,857



Average Earnings

Federal Fiscal Year 2007

Average annual earnings of customers before and after rehabilitation.

Before
\$1,840



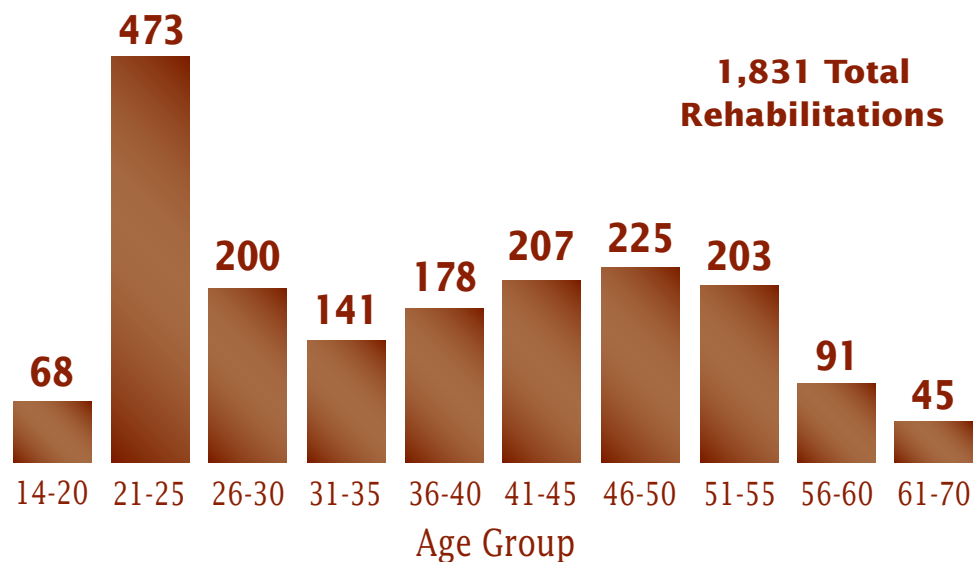
After
\$15,875



Ages of Customers

Federal Fiscal Year 2007

Total number of customers successfully rehabilitated in various age groups.



Types of Disabilities

Federal Fiscal Year 2007

Types of disabilities of DVR customers.

